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**From:** Han, Linda (DPH)  
**Sent:** Friday, March 26, 2010 4:29 PM  
**To:** DiNatale, Margaret (DPH); Caloggero, Dina (DPH)  
**Subject:** RE: safety concern

Hi Peggy:

I raised this at our facilities meeting today. UMASS admin took down the info and will attempt to identify the cause of the delay and rectify the problem going forward. Hopefully this will work. Thanks for bring the issue to our attention.  
Linda

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**From:** Han, Linda (DPH)  
**Sent:** Tuesday, March 23, 2010 4:27 PM  
**To:** DiNatale, Margaret (DPH); Caloggero, Dina (DPH)  
**Subject:** RE: safety concern

I'll bring this up at our UMASS facilities meeting this Friday. Not a very confidence-inspiring response for our internal emergency number. lh

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**From:** DiNatale, Margaret (DPH)  
**Sent:** Tuesday, March 23, 2010 3:13 PM  
**To:** Caloggero, Dina (DPH); Han, Linda (DPH)  
**Subject:** safety concern

Hi,

Today there was a strong solvent odor, in my office. This is about the 5 th time in the past 5 - 6 months that this odor has occurred. Each time, I call Howard at his office and then have him paged.

Today since the new Emergency Response booklets were posted, after leaving a message on Howard's office phone, I called 5911, as directed in the posted booklets.

After 15 minutes without no response, I called 5911 again. This time Chuck Miller came up and said "Oh, you got into your office." I said I called about a strong solvent odor. Sam gave Chuck the wrong message.

Then Chuck tracked down Howard and Chuck came back to tell me that Howard would be here shortly.

I am concerned with two things:

1. response time
2. incorrect message transmitted from the person taking the 5911 emergency call and the person who responded.

I don't know who is responsible for safety issues so I figured I would start with you.

Peggy DiNatale